DIT Client Service Center
Monthly Report Card
May, 2004

Case Volume	
Total Cases Created	23,294
Cases Created -- CSC	16,397
% Cases Entered by CSC	70.39%
Total Resolved Cases	23,371
Cases Resolved --CSC	6,580
% Cases Resolved by CSC	40.13%
Open Cases	4,794
Open Cases -- CSC	220
Total Percentage Open	20.58%
Percentage Open -- CSC	4.59%

Case Closure Percentage -- DIT	
Resolved in <1 day	61.43%
Resolved in 1-3 days	10.90%
Resolved in 3-5 days	6.82%
Resolved in >5 days	20.85%

Case Closure Percentage -- CSC	
Resolved in <1 day	81.25%
Resolved in 1-3 days	4.73%
Resolved in 3-5 days	2.83%
Resolved in >5 days	8.68%

Call Volume	
Total Contacts	28,233
Calls Offered	19,788
Calls Answered	16,753
Voice Mail	1,306
Abandoned Calls	1,729
Web	588
E-mail	7,857
Abandoned Call Rate	8.74%
Average Speed to Answer	1 min 13 sec
Longest Call Wait	18 min 00 sec
Average Call Handling Time	7 min 49 sec
Average Call Duration	4 min 25 sec
Average ACW Time	3 min 24 sec

CSC Analyst Statistics	
Actual CSC Staff	62
CSC Staffing Rate	81.23%
Effective CSC Staff	50.36
Average Contacts/Analyst	526.26
Average Cases/Analyst	325.58

Case Priority	
Urgent	1
High	672
Medium	17,149
Low	5,554

Average Time to Resolution (Days)	
Urgent	1.54
High	4.20
Medium	4.70
Low	5.80

Case Types	
Problem	15,180
Request	7,038
Question	1,157

CSC Trend	
Desktops Supported	50,248
Contacts/Desktop	0.56
Cost/Contact	N/A
First Contact Resolution Rate	N/A

Top 10 Problems by Category/Type	
State Applications/GroupWise	879
Operating Systems/Windows 2000 Client	853
Hardware Printers/Laser	800
DIT Services/Information	701
Operating Systems/Novell Client	667
FIA-Applications/ASSIST	537
Corrections-Applications/Other	535
DIT Services/Virus Protection	480
FIA-Applications/CIS	466
Operating Systems/Windows NT Client	461

DIT CSC Contacts
Phone, Voicemail, E-mail

Month	CSC Contacts
June	13910
July	13816
Aug	16712
Sept	18381
Oct	20413
Nov	15580
Dec	14853
Jan	19356
Feb	21459
Mar	24955
Apr	29222
May	28233

Legend: CSC Contacts — Average
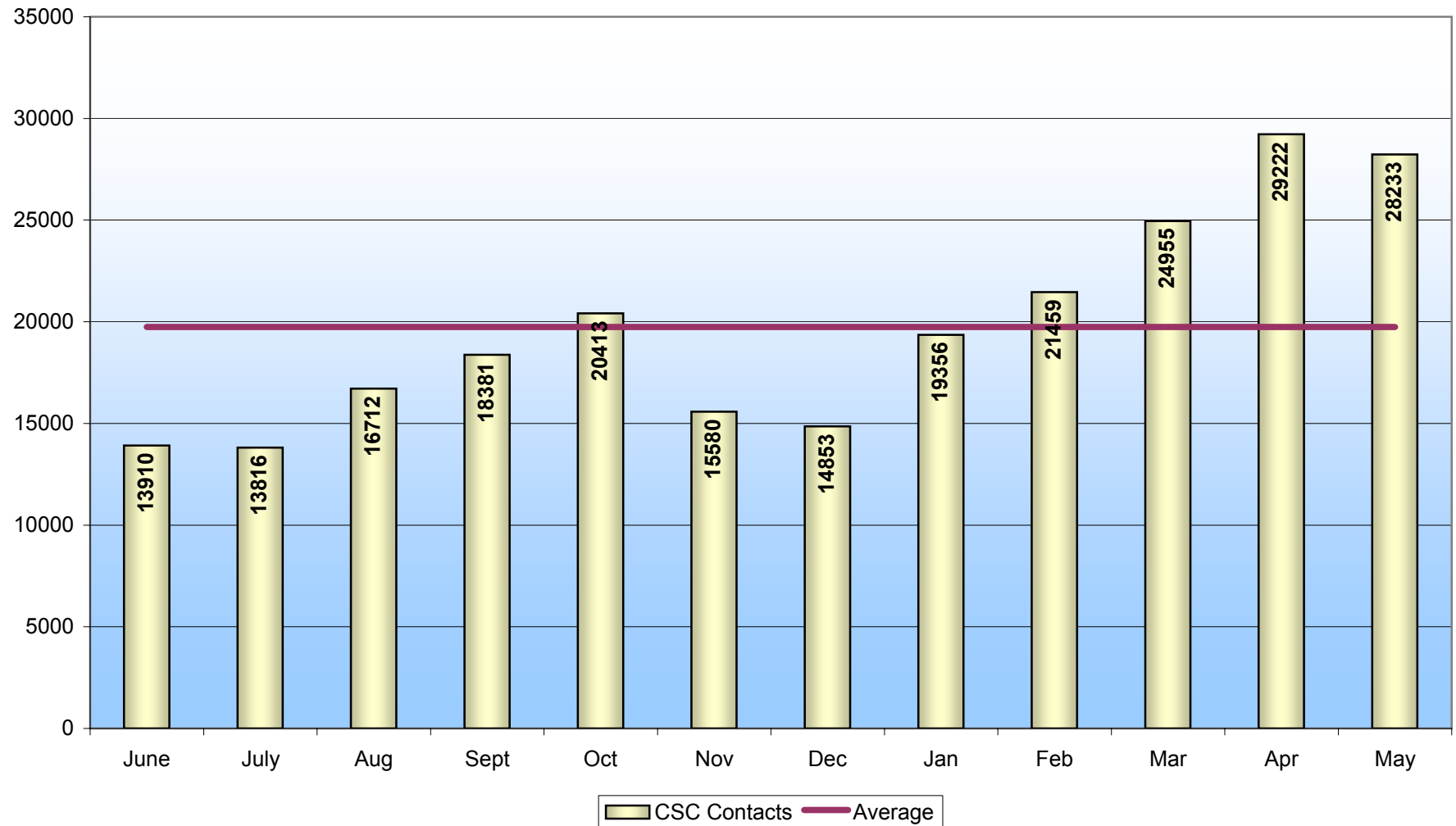
DIT CSC Contacts/Analyst/Month

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Calls/Analyst	302.91	324.55	389.80	366.78	422.57	385.47	424.37	394.62	463.90	558.77	596.86	526.26

META = 449

Legend: Calls/Analyst — META
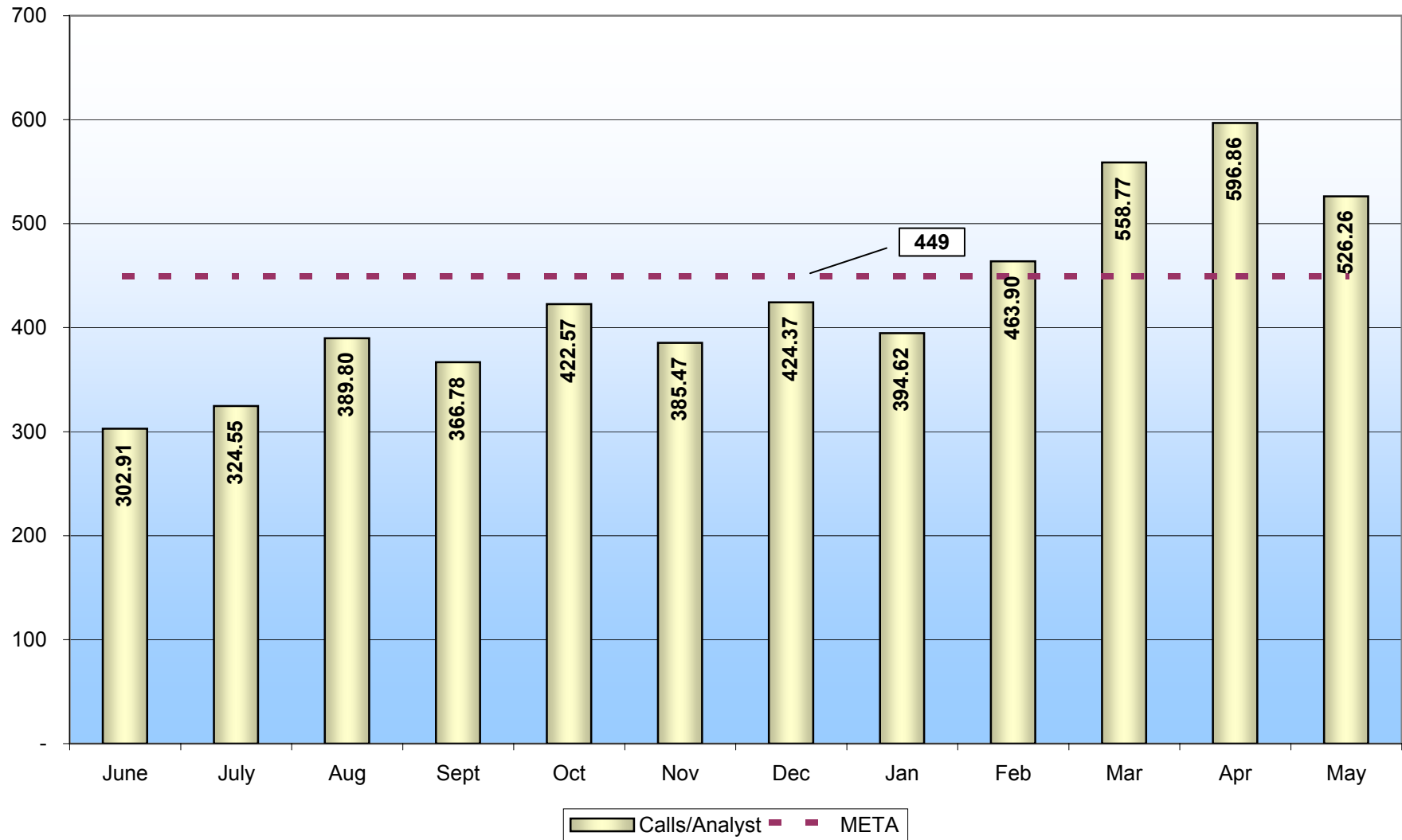
Service Level
(Percentage of Calls Answered in 30 sec or less)

Bar chart showing Service Level by month with a dashed Industry benchmark line at 80%.

Month	Service Level
Feb	36.50%
Mar	37.67%
Apr	44.72%
May	47.25%

Legend: Service Level ▪ ▪ Industry
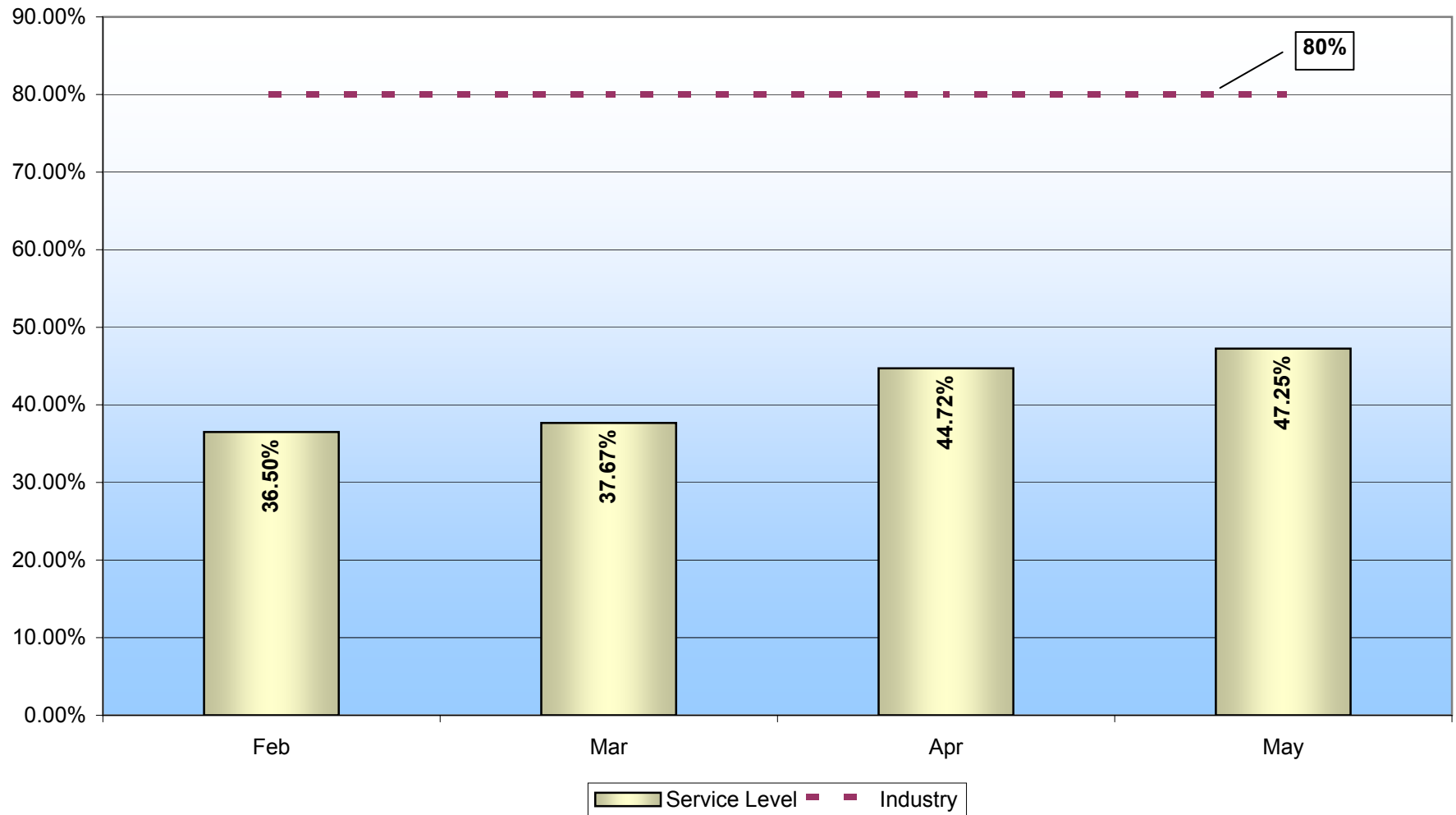
DIT CSC Average Speed to Answer

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
ASA	21.45	26.95	24.65	45.22	51.61	46.65	45.31	46.04	84.00	110.00	103.00	69.00	73.00

65 sec

Seconds

ASA — Avg ASA - META ASA
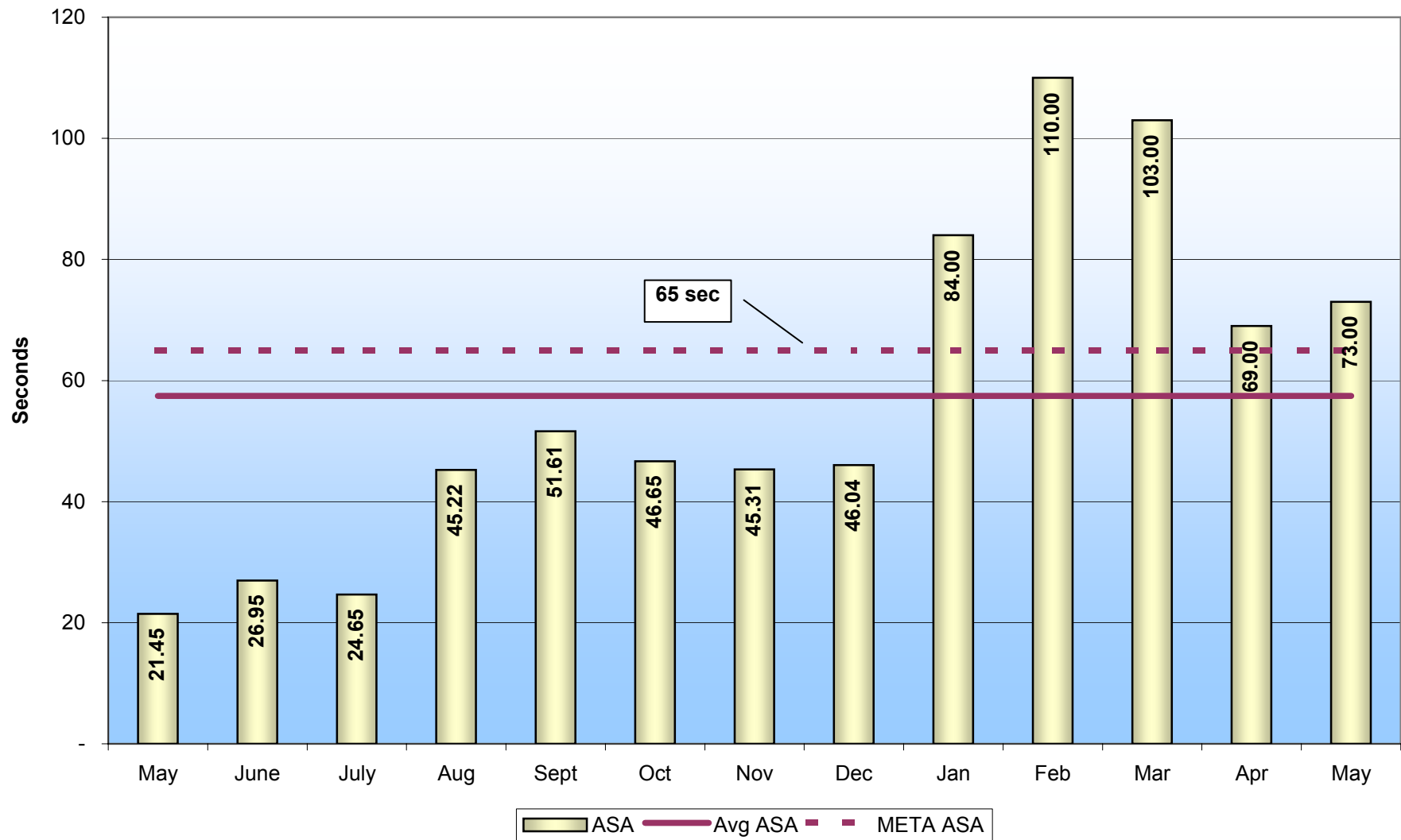
DIT CSC Abandoned Call Rate

	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
ACR	8.82%	7.68%	6.34%	9.80%	9.42%	8.28%	8.29%	8.66%	12.80%	14.62%	12.69%	9.42%	8.74%

8%

Legend: ACR — META ACR — ACR Avg

DIT CSC Call Handle Time

Min:Sec

	14 min

Legend: Call Handle Time — — META

June: 07:36
July: 09:04
Aug: 08:28
Sept: 08:20
Oct: 07:39
Nov: 07:38
Dec: 07:41
Jan: 07:46
Feb: 07:58
Mar: 08:01
Apr: 07:51
May: 07:49
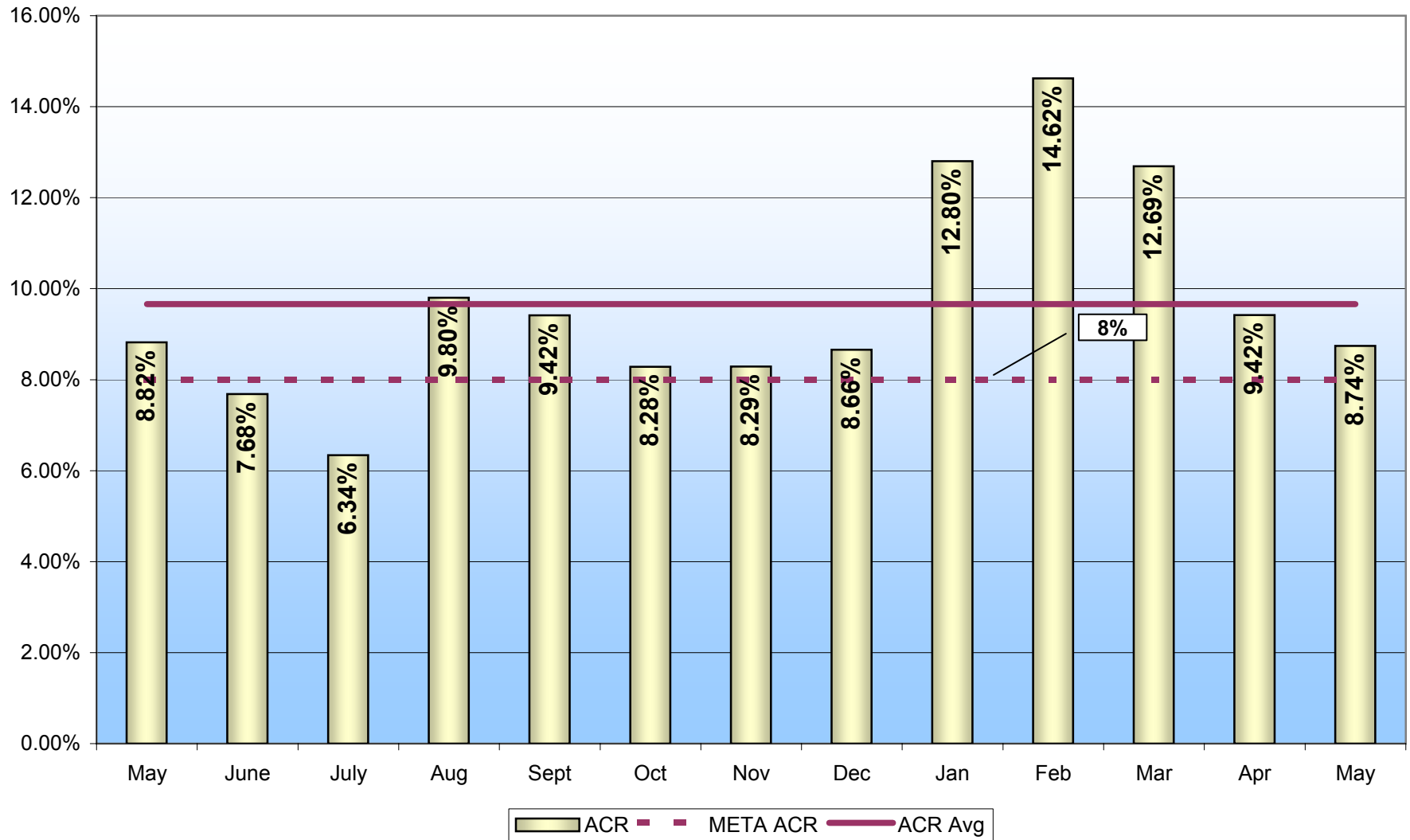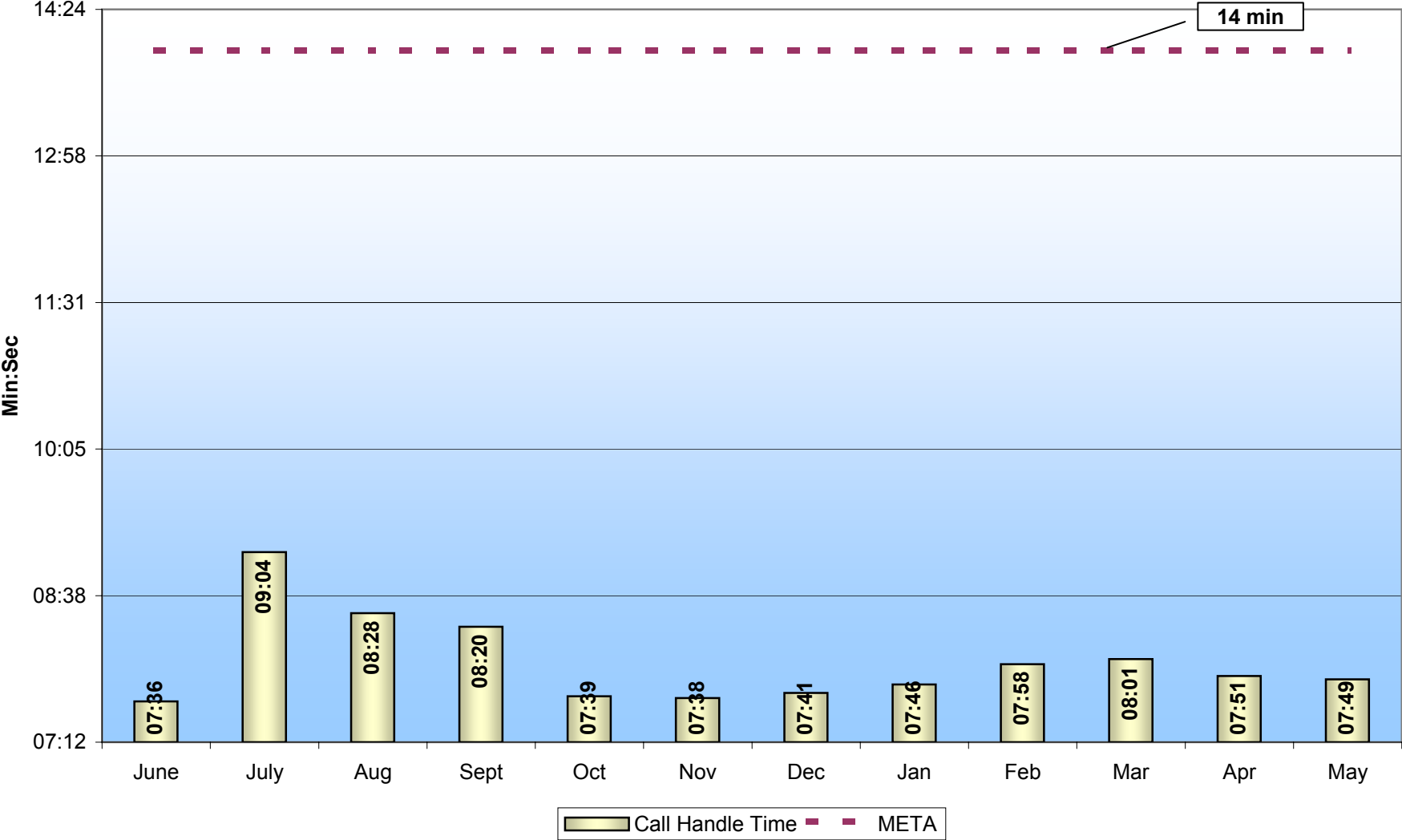
DIT CSC First Level Resolution Rate

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Resolution Rate	52.81%	52.81%	54.64%	48.93%	55.37%	46.74%	47.05%	46.60%	49.61%	43.58%	37.97%	40.13%

META: 66%

Contacts/Desktop

	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Contact/Desktop	0.49	0.49	0.59	0.61	0.68	0.52	0.50	0.64	0.75	0.79	0.70	0.56

Legend: Contact/Desktop — Average